

**U.S. Army Claims Service**  
**Remote Claims Assistance**  
**Program (RCAP)**

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# **Remote Claims Assistance Program (RCAP)**

- **Purpose: Assist remotely stationed Soldiers and civilian employees who seek reimbursement for damage to or loss of personal property suffered incident to their service.**
- **Because:**
  - **No local Army claims office\* available for support, and**
  - **Claimants have difficulties:**
    - **Accessing and using the Defense Personal Property System (DPS) Claims Module;**
    - **Directly settling claim with TSP (carrier).**

**\*If you are aware of a nearby Army claims office, you may contact that office for support in lieu of using RCAP.**

# **Remote Claims Assistance Program (RCAP)**

- **Who is covered? Soldiers, Army and DoD civilian employees, and their family members.\***

- **What is covered? Reimbursement for damage to or loss of personal property suffered incident to their service, e.g.,**

- **Especially, household goods shipments to duty location;**
- **Also, other “incident to service” loss or damage, e.g., POV vandalized during anti-US riot because owned by Soldier:**
  - **If in doubt, ask Fort Knox Claims Office (see contact info);**
  - **Remember - it never hurts to ask!**

**\*Claims of Members, civilian employees of other services and family members are filed with and paid by their respective services using those services' procedures - See Slide #6 for USAF and USN claims contact information.**

# Remote Claims Assistance Program (RCAP)

## RCAP will provide assistance to:

- **File** Notice of Loss and Damage **AFTER** Delivery **within 75 days of delivery;**

**NOTE:** This Notice is **NOT** your claim, but if you do **not file it on time** the TSP will **not** pay your claim and, at minimum, you will **not** receive **full replacement value (FRV)** for lost or destroyed items.

## Other aid:

- **Access and use the DPS\* Claims Module (or obtain a waiver, if appropriate);**
- **File your claim against the TSP (carrier) within nine (9) months of delivery;**
- **Obtain time limit extensions or waivers, if appropriate;**
- **Directly settle your claim with the TSP;**
- **Transfer your claim to the Army (if appropriate);**
- **File your claim in the Army's claims filing and tracking program, PCLAIMS;**
- **For transferred household goods claims, obtain claims document from the DPS Claims Module so you do not have to manually re-enter each item claimed in PCLAIMS.**

**\*Defense Personal Property System - the on-line program established by SDDC to manage all aspects of personal property moves, including claims against the TSP.**

# **Remote Claims Assistance Program (RCAP)**

## **How to use RCAP:**

- **Contact the Ft Knox Claims Office staff.**
- **When:**
  - **ASAP** after household goods delivery scheduled, or
  - **Otherwise** suffer loss or damage incident to your service.
- **Where: Ft Knox, Kentucky.**
- **How:**
  - **Email:** [usarmy.knox.tradoc.mbx.sja-claims@mail.mil](mailto:usarmy.knox.tradoc.mbx.sja-claims@mail.mil);
  - **Snail mail:** Office of the SJA, Attention: Claims, Fort Knox, KY 40121-5230;
  - **Telephone:** (502) 624-6913, (DSN: 464);
  - **Facsimile:** (502) 624- 2375, (DSN: 464);

# **Remote Claims Assistance Program (RCAP)**

**If you are an USAF or USN Member or civilian employee with a claim or question please contact the claims office of your respective service\*:**

**Air Force:     Air Force Claims Service Center (AFCSC)**

**1940 Allbrook Dr, Bldg 1 Suite 500**

**Wright-Patterson AFB, OH 45433**

**DSN 986-8044 // Toll Free 877-754-1212 <https://claims.jag.af.mil>**

**• Navy:     Office of the OJAG Personnel Claims Unit Norfolk (PCUN)**

**9053 First St. Suite 102**

**Norfolk, VA 23511-3605**

**Email: [norfolkclaims@navy.mil](mailto:norfolkclaims@navy.mil)**

**(757) 440-6315 (DSN 564) // Toll Free Help Line (0700 - 1900,  
Eastern Time): (888) 897-8217**

**Go to: <http://www.jag.navy.mil> for Claims Packets**

**\*Note: Because of resource and other constraints, the support offered by the USAF or USN claims offices may differ somewhat from that offered by RCAP.**

# Remote Claims Assistance Program (RCAP)

## **IMPORTANT\***

**Within 75 DAYS OF DELIVERY, you MUST dispatch to the TSP (at the address noted on the front of the form) a Notice of Loss and Damage AFTER Delivery form that lists ALL lost, damaged or destroyed items.**

- Reverse of Notice of Loss and Damage AT Delivery that the driver completed and gave you a copy of on delivery day;
- List all items lost, destroyed or damaged plus inventory #s;
- Dispatch form to TSP via DPS Claims Module, fax, email, or US mail within 75 days of delivery;
  - Dispatch form to TSP even if you think you are late, then discuss with Ft Knox.
  - Extension possible if good cause, e.g., TDY or hospitalization during notice period.
- Keep proof of dispatch date, e.g., fax delivery receipt, email delivery or read receipt, US mail certification or return receipt.

**\*Applies to ALL claimants, regardless of service.**

# **Remote Claims Assistance Program (RCAP)**

**QUESTIONS?**

**Contact  
the  
Ft Knox Claims Office**